

FIG. 1

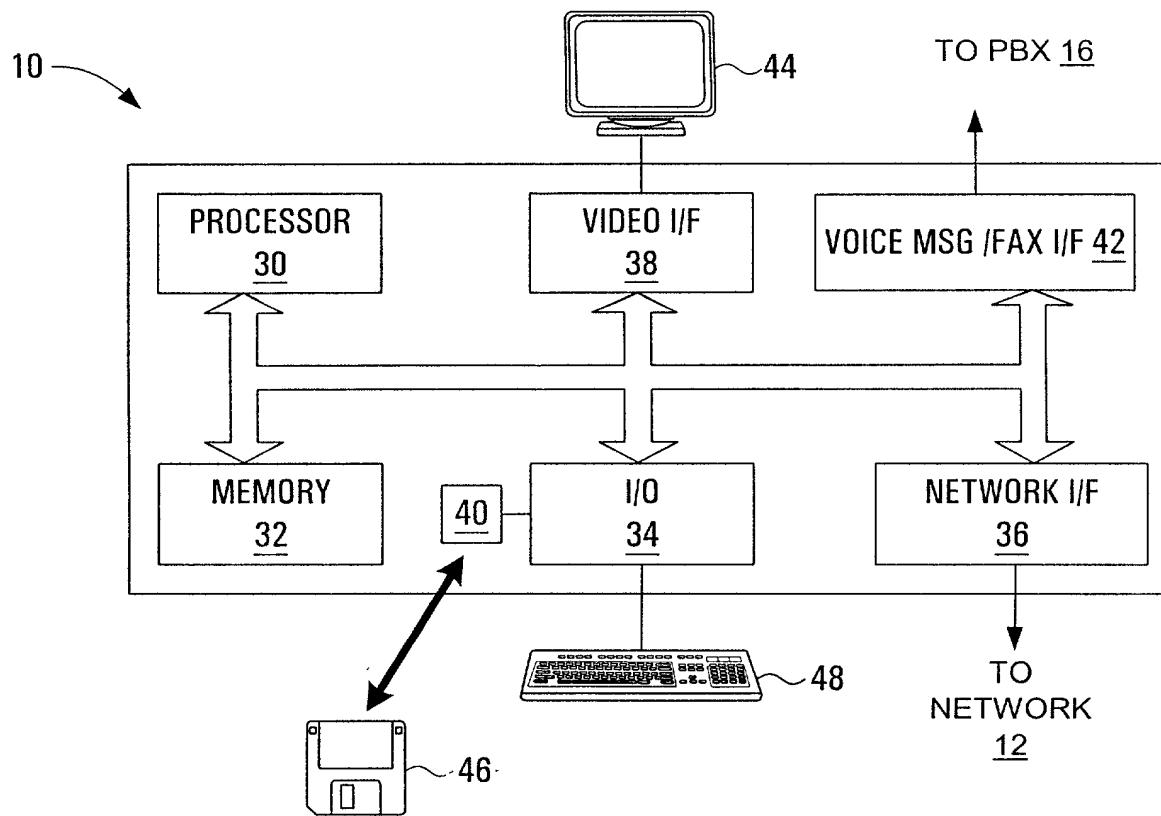


FIG. 2

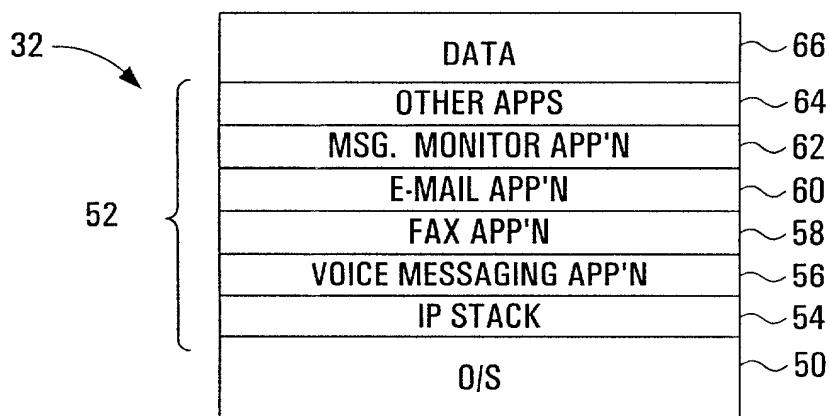


FIG. 3

ORIGINATOR	COMMUNICATION TYPE	DATE/TIME	DURATION
<a href="mailto:johnsmith@Nortel.com">johnsmith@Nortel.com</a>	E	01/01/00 12:00	
416-555-1234	U	01/02/00 12:05	
416-555-1234	U	01/02/00 13:15	
416-555-1234	VM	01/02/00 13:40	30s
<a href="mailto:john@nortel.com">john@nortel.com</a>	E	01/02/00 14:00	
416-555-1111	A	01/02/00 16:00	5m
416-555-1112	F	01/02/00 16:05	
416-555-1111	OC	01/02/00 17:00	10m

U = unanswered call  
 VM = voice mail message  
 F = fax  
 A = answered call  
 OE = outgoing e-mail  
 OC = outgoing call  
 E = (incoming) e-mail

FIG. 4

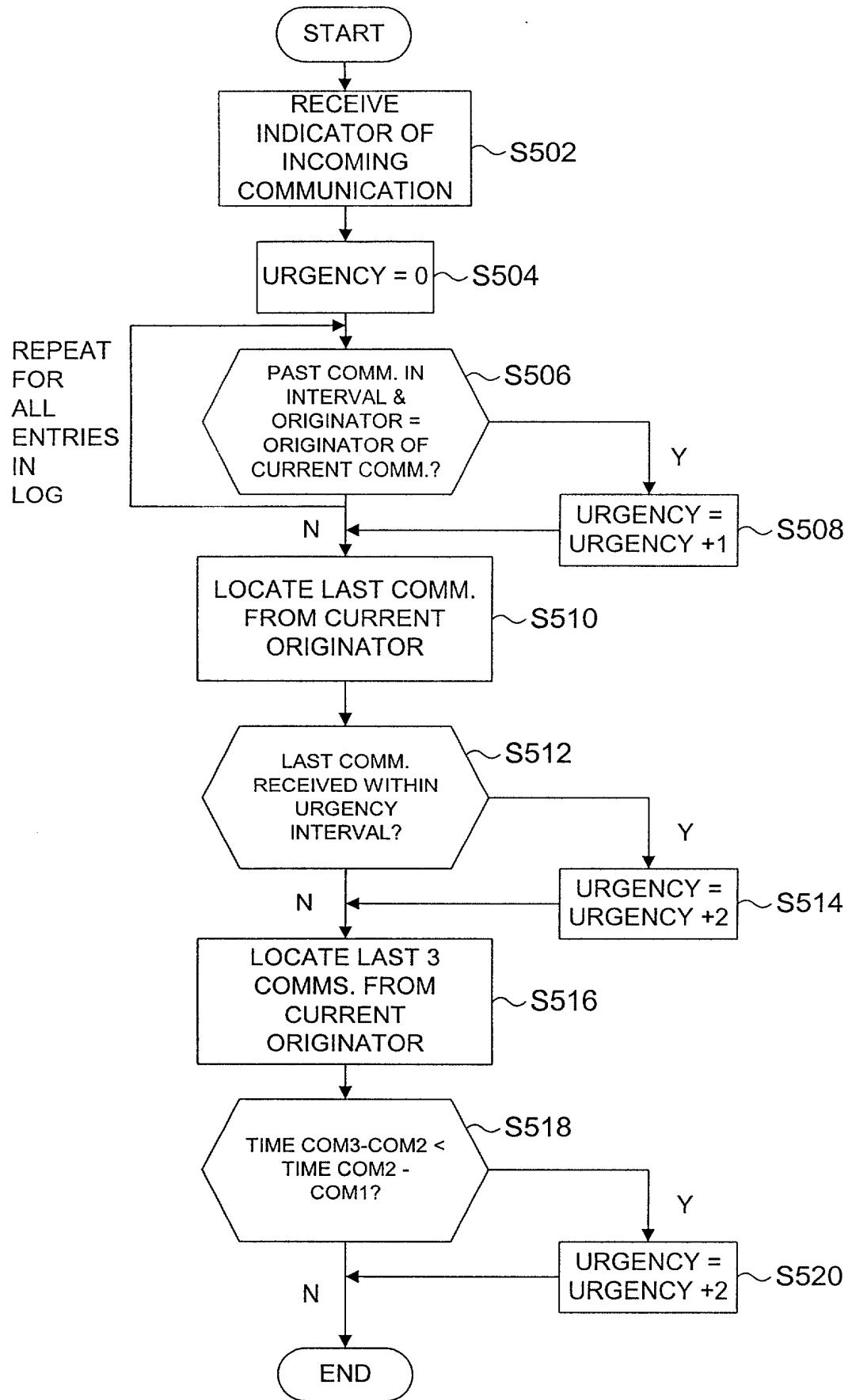


FIG. 5